

Unsatisfied Clients Community Services



KPI Owner: Darrell Aniton

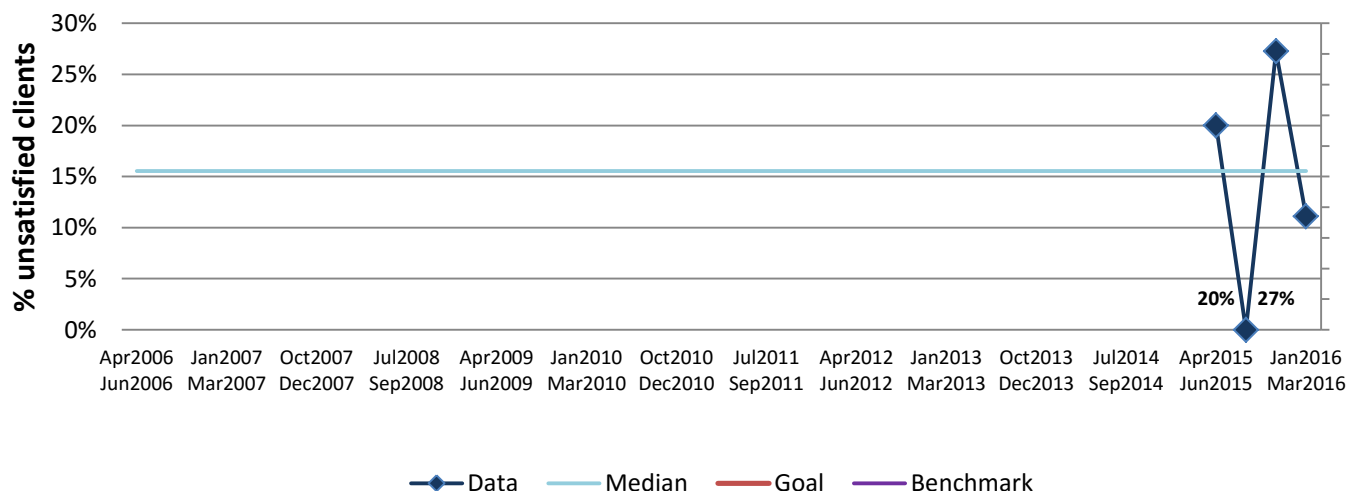
Process: Goal 9: Improve Customer Service Experience

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 20% from initial period Goal: TBD Benchmark: TBD		Data Source: online cust. svc survey Goal Source: Dept. Strategic Plan Benchmark Source: n/a	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: % that respond less than "agree" on overall satisfaction question (#12) of survey Why Measure: strategic plan goal 9 Next Improvement Step: validate the problem		
How Are We Doing?					
Jun2015-Mar2016 Goal	Jun2015-Mar2016 Average		Jan2016-Mar2016 Goal	Jan2016-Mar2016 Actual	
TBD	15%		TBD	11%	
% unsatisfied clients	% unsatisfied clients		% unsatisfied clients	% unsatisfied clients	

Unsatisfied Clients



Good



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.